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2017 MAR 15 P 2:42

March 13, 2017

Mr. Jeff Karberg
Office of the Attorney General
ATTN: Security Breach Notification
200 St. Paul PL
Baltimore, MD 21202

Re:	Data Breach Incident Response
Nature of Security Breach:	Spoofed/Fraudulent Email Request for W-2
Date of Incident:	February 27, 2017
Number of Maryland Residents:	one (1)
Nature of PII:	W-2 (Name, address, SSN, etc.)

Dear Mr. Karberg:

Pursuant to the Maryland Personal Information Act, we are writing to inform you about an unfortunate data breach incident that occurred last month.

What happened?

On February 27, 2017, we discovered unauthorized access to one employee record via email "spoofing" from an unauthorized user. Email spoofing is the forgery of an email header so that the message appears to have originated from someone or somewhere other than the actual source. As a result of this criminal act, the unauthorized access resulted in the release of information that we store in connection with tax preparation, including name, address and the employee's social security number.

As soon as this access was discovered to be false, we notified the employee and had our information security team launch an immediate internal investigation into the matter. To date, the individual or organization or specific method that caused the unauthorized access has not been identified.

On March 6, 2017, our employee notified us that he received a letter from the Comptroller of Maryland advising that a tax return was filed in his name; thereby indicating that his personal information had been compromised and misused.

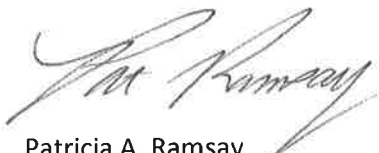
What are we doing to address this situation?

To ensure our employee's financial security and to mitigate future possible misuse of this personal information, we have taken the following actions:

1. We have provided our employee with credit monitoring services through LifeLock for the next three (3) years at **no charge**. This service notifies the employee if and when changes occur to his credit files and monitors the following public records: Change of Address, Court Records and Social Security number trace through all three credit bureaus. It also provides him with proactive fraud assistance to help with any questions that he might have.
2. We supplied our employee with IRS Form 14039 (an affidavit) that his accountant will be filing along with our employee's 2016 tax return.
3. We have filed notification reports with the following government agencies:
 - a. Federal Trade Commission (FTC)
 - b. Social Security Administration (SSA)
 - c. MD State Attorney General's office

We take our responsibilities to protect personal information very seriously. We are deeply disturbed by this situation and have apologized for the concern and inconveniences to our employee.

Sincerely,



Patricia A. Ramsay
Chief Operating Officer